

The logo of the Chesapeake Fire Department is a circular emblem. It features a central shield with a fire hydrant and a fire engine. The shield is surrounded by a wreath. The top of the emblem has a blue banner with the word "Chesapeake" in white. The bottom of the emblem has a red banner with the word "Fire" in white. The entire emblem is set against a background of blue and red segments.

# **Keeping Your Volunteers**

Ted Ambrose

Chesapeake Fire Department

Chesapeake, VA

# One last word on recruiting!

Chesapeake  
CERT/MRC  
Recruitment Video



# Overview

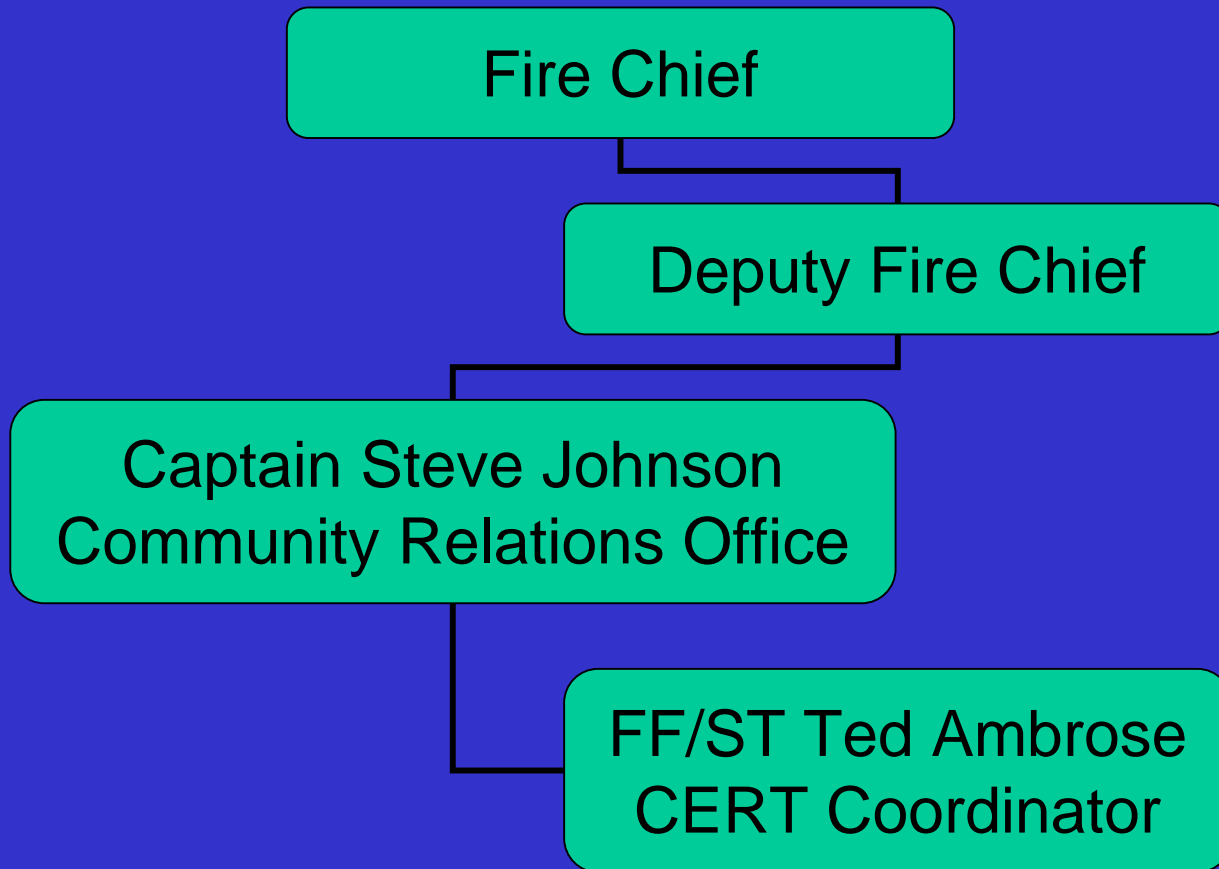
- Mission
- Rules
- Maintaining
- Recognition

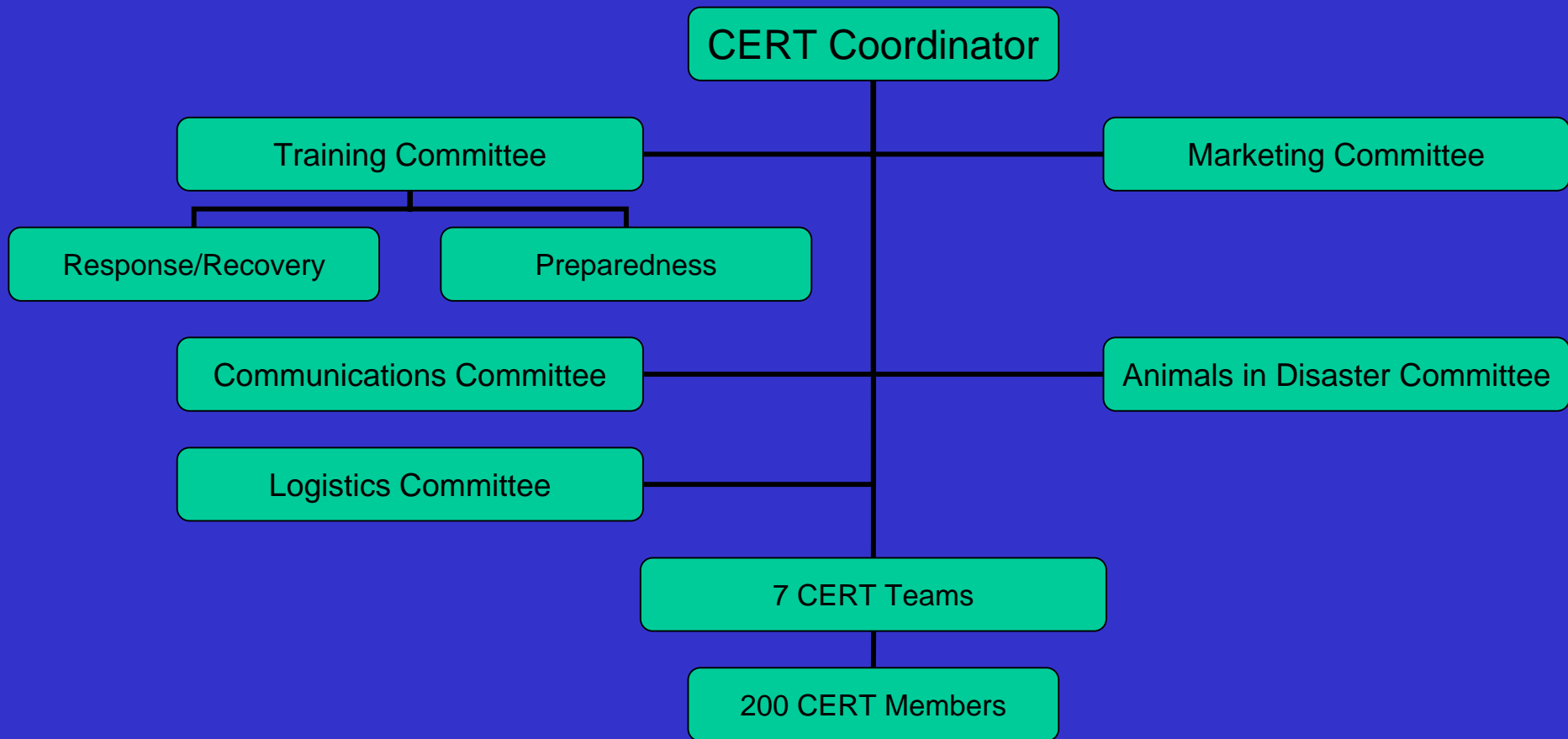


# Mission



- What is the purpose of your existence?
  - How does that fit in with everything else?
  - Where are you in the big picture?





# Basic Planning Process

- Mission Statement (*Broad*)
  - Goal (*Fitting to the Mission Statement*)
    - Objective (*How you will reach the goal*)

# Try it out!

- Create a sample mission statement for your organization...
  - Determine one goal on how you will fulfill your mission statement...
    - Determine one objective on meeting that goal



# Rules

- Organization
- Volunteer Coordinator
- Volunteer Leaders
- Individual Volunteers



# Rules: The Organization

- These are volunteers!
  - Can't make them stay
  - Can't make them go
  - Can't offer them a raise
- Protect yourself you  
you can protect others!
  - Background Checks
  - Workers Compensation



*Photo Courtesy of Dennis Walker*


# Rules: The Organization


SP-230 (Rev. 7-1-03)

**NAME SEARCH REQUEST FORM FOR  
CRIMINAL HISTORY RECORD AND/OR  
SEX OFFENDER AND CRIMES AGAINST MINORS REGISTRY SEARCH**

PLEASE FOLLOW INSTRUCTIONS ON REVERSE OF FORM TO ENSURE REQUEST CAN BE PROCESSED  
PERSONAL CHECKS NOT ACCEPTED

**I. CHECK METHOD OF PAYMENT**

☐ State Police Charge Account # \_\_\_\_\_ ☐ MasterCard  Account Number: \_\_\_\_\_

☐ Paid \$ \_\_\_\_\_ Total Enclosed ☐ Visa  Expiration Date: \_\_\_\_\_

Signature of Cardholder: \_\_\_\_\_

**II. Select type name search(es) requested:**

<input type="checkbox"/> Criminal History Record	<input type="checkbox"/> \$15.00	<input type="checkbox"/> \$5.00	*NONPROFIT
<input type="checkbox"/> Sex Offender & Crimes Against Minors Registry	<input type="checkbox"/> \$15.00	<input type="checkbox"/> \$5.00	ORGANIZATION
<input type="checkbox"/> Criminal History Record and Sex Offender & Crimes Against Minors Registry	<input type="checkbox"/> \$20.00	<input type="checkbox"/> \$10.00	VOLUNTEER

\*To be entitled to reduced price, services must be on volunteer basis for a non-profit organization with a federal tax exempt number. Attach documentation to form which supports volunteering status and include organization's name, address and tax exempt identification number.

**III. Print Clearly Name to be Searched:**

Last Name	First	Middle	Maiden	Sex	Race	Date of Birth (mm/dd/yyyy)
_____	_____	_____	_____	_____	_____	____/____/____

Complete Address \_\_\_\_\_ Social Security Number \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

I certify I am entitled by law to receive the requested record, and the record provided shall be used only for the screening of current or prospective employees or volunteers. I understand that further dissemination of Criminal History Records or their use for purposes not authorized by law is prohibited and constitutes a violation punishable as a class 1 or 2 misdemeanor.

**IV. Agency, Individual or Agent Making Request:** \_\_\_\_\_

**MAIL REPLY TO:**

NAME
STREET/PO
CITY STATE ZIP CODE

**V. Purpose of Search**

☐ Child Day Care  
☐ Adult Day Care or Adult Care Residence  
☐ Nursing Home or Home Health  
☐ Foster Care  
☐ Domestic Adoption  
☐ International Adoption  
☐ Other (Specify) \_\_\_\_\_

Date of Request \_\_\_\_\_ Signature of Person Making Request \_\_\_\_\_ Printed Name \_\_\_\_\_

**VI. Complete for Sex Offender & Crimes Against Minors Registry Search (See instructions for explanation)**

Check appropriate block to describe the purpose for the Sex Offender & Crimes Against Minors Registry Search:

<input type="checkbox"/> Employment	<input type="checkbox"/> Child or Adult Care	<input type="checkbox"/> Volunteer Services	<input type="checkbox"/> Child Protection
<input type="checkbox"/> Public Protection	<input type="checkbox"/> Child Minding	<input type="checkbox"/> Day Care	

(DO NOT WRITE IN THIS SPACE, CCRE USE ONLY)

RESPONSE(S) BASED ON COMPARISON OF REQUESTER FURNISHED INFORMATION AGAINST A MASTER ADULT NAME INDEX FILE MAINTAINED IN THE CENTRAL CRIMINAL RECORDS EXCHANGE ONLY.

\*ALL RESULTS ARE BASED ON NAME SEARCH ONLY.

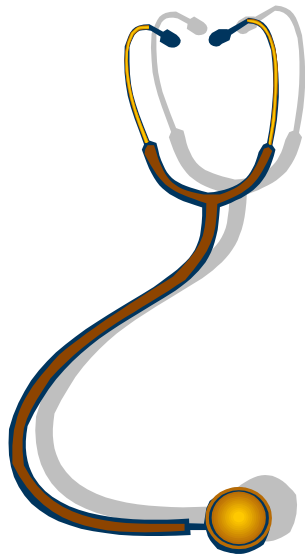
NO CONVICTION DATA ☐ NO CRIMINAL RECORD ☐ NO SEX OFFENDER REGISTRATION ☐

\*DOES NOT PRECLUDE THE EXISTENCE OF RECORD EXISTING UNDER DIFFERENT NAME DATA THAN FURNISHED BY THE REQUESTER.

Date: \_\_\_\_\_ By: \_\_\_\_\_ CCRE/

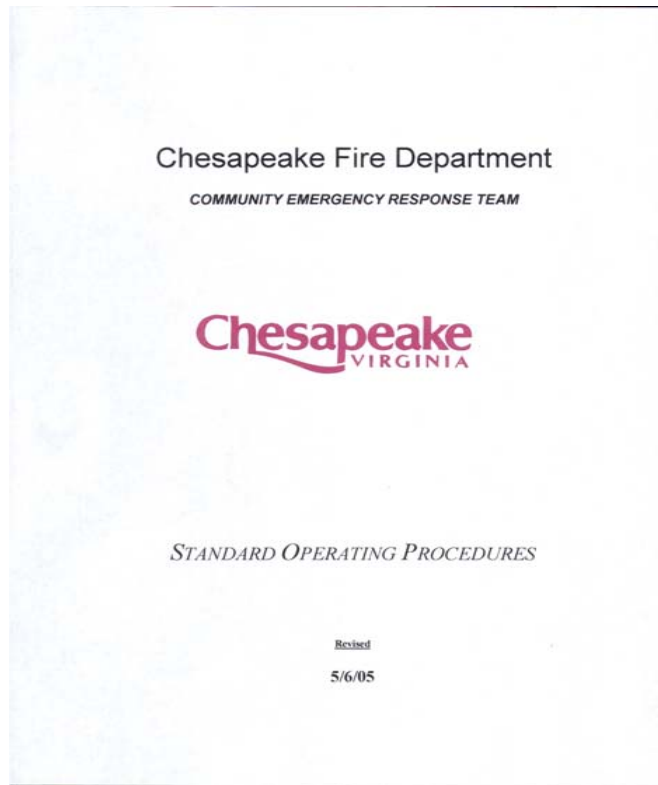
- Background Checks
  - Virginia State Police
  - \$16.00 checks:
    - Criminal History Record
    - Sex Offender Registry
    - Crimes Against Minors Registry
- Your organization most likely has already defined “disqualifying factors”.
- DMV Checks ???

# Rules: The Organization



- Worker's Compensation
  - Authorized by Virginia Code!
  - Must be adopted by the locality
  - Yes it costs \$\$\$ !

# Rules: The Organization



- Yes...rules can be beneficial!
  - Standard Operating Procedures
  - EEO
  - Operations
  - Organizational Charts

# Rules: Volunteer Coordinator



- ALWAYS REMEMBER: These are volunteers and they are providing a service to your organization out of the kindness of their heart!
- Don't use volunteers as "Free Labor". *Does the task fit the mission?*

# Rules: Volunteer Leaders

- Don't abuse the position!
- You have the roles, responsibilities, and mission of a PAID leader.





# Rules: Individual Volunteers



- Basic Training does not make you an expert.
- Expect to get out of something what you put into it.
- Don't misrepresent yourself.



# Maintaining Your Program

- An active volunteer is a happy volunteer!
- Give opportunities for your volunteers to have a sense of value and belonging in the program!
- Take advantage of opportunities that show your program's worth to the organization/community!

# Training Never Ends !!!!

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- It is like a foreign language
- Have levels with rewards
- You don't have to reinvent the wheel

# Recognition



- Never let a volunteer feel like they are unappreciated!
- That is what may set your organization apart from other organizations!

# Questions ???

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